

Becoming Conflict Competent

Becoming Conflict Competent combines work on conflict competence, conflict assessment, and communications skills to create an integrated approach for resolving conflict and collaborating effectively. Participants learn to manage conflict from within the Conflict Competence SkillsZone®, a place where communication is both focused and flowing.

The system consists of fourteen hours of classroom instruction made up of eight modules presented in four sessions. The skills developed in the program can be applied to a wide variety of conflict settings involving individuals and groups. The course incorporates conceptual presentations and live demonstrations by the instructor. It also uses assessments, real conflict scenarios, innovative skills mats, and coaching and feedback to accelerate learning.

Course Instructor

Karen Civitate

- 20 year Federal employee
- Taught and mentored 100's of Federal employees in mediation, facilitation, communication and conflict resolution.
- Conducted 100's of mediations for several Federal agencies as well as in the community
- Conflict Dynamics Profile certified Advanced Practitioner with the Association of Conflict Resolution
- Masters in Negotiation, Conflict Resolution and Peace building

Course Outcomes:

- **Personal Conflict Dynamics Profile Report of participants' current responses to conflict**
- **Becoming Conflict Competent course binder which supports all elements of the course**
- **Improved skills for managing emotions around conflict**
- **Enhanced talking and listening skills which lead resolving conflict more constructively**
- **Ability to see conflict from a systems viewpoint and utilize effective processes for resolving it**
- **Opportunity to practice the skills using real life conflict scenarios in a safe context**



Greater Los Angeles
Federal Executive Board

Phone: (562) 951-6970
Fax: (562) 951-6902
Kathrene.Hansen@dhs.gov

When: May 3 & 4, 2011

Where: Long Beach Federal Building, Room 3400
501 West Ocean Boulevard
Long Beach, CA 90802
(Directions & Parking Instructions Attached)

How Much: \$250.00 per person
(registration details attached)

Please fax completed registration form to the FEB office
by April 22, 2011

Purchase Form

Registrations for Becoming Conflict Competent Training will be accepted through April 22, 2011

**Please Fax or Mail this form to the FEB Office
501 W. Ocean Blvd., Suite 3200, Long Beach, CA 90802
or FAX (562) 951-6902**

Contact Person:

Email:

Phone:

Fax:

Agency:

Address:

City:

State:

Zip:

Please list names of those who will :

1. _____ Email _____

2. _____ Email _____

3. _____ Email _____

Method of payment:

☐ Enclosed Check

☐ Credit Card

Credit Card Information:

☐ Master Card

☐ Visa

Full name as it appears on credit card: (Please Print) _____

Approving Signature:

Credit Card No.:

Expiration Date: Mo. Year

Total amount authorized for this purchase \$

FEB Tax ID # 33-0819324

FEB DUNS # 03-060-7860

DIRECTIONS

Glenn M. Anderson Federal Building is located at 501 W. Ocean Boulevard, Long Beach, CA 90802 at the corner of Ocean Boulevard and Magnolia Avenue. Exit off the 710 South Freeway (Left-Hand Exit), follow sign towards Downtown, exit on Broadway (one way street). Turn Right onto Magnolia and Right again onto Ocean Boulevard (building is on the corner on the right hand side).

PARKING OPTIONS

WTC PARKING LOT

Parking is available at the World Trade Center (WTC) lot (currently \$2.00/each 5 minutes or \$17.50 max). There are two entrances to the WTC Parking Lot. The first is for the surface lot which is on the right immediately after exiting onto Broadway. The second entrance is for their underground parking, which can be accessed off Ocean Boulevard. You get to this second entrance by exiting the 710 freeway on Broadway, turn right on Magnolia Avenue, turn right on Ocean Boulevard. Enter underground parking structure by turning right at first light -World Trade Center.

CITY NATIONAL BANK BUILDING PARKING LOT

Parking is available at the City National Bank Building Parking Lot is on the corner of W. Ocean Boulevard & Golden Shore Street. The parking fee currently is \$1.00/each 20 minutes or \$7.00 all day. The address is 11 Goldenshore, Long Beach, CA 90802.

SURFACE PARKING LOTS – (Lot fills up early)

Surface Parking is available at the corner of Broadway and Magnolia. Take the Broadway exit to Magnolia Avenue and turn right - the lot is immediately on the right side (\$10.00 All Day).

or

Surface Parking is also available at the corner of Broadway and Maine. Take the Broadway exit and almost immediately turn left on Maine - the lot is immediately on the right side (\$7.00 All Day).

ADDITIONAL METERED PARKING

Additional metered parking is available on the street for .25 cents every fifteen minutes.

FREE RESIDENTIAL PARKING

Street parking is available once you exit on Broadway, turn left down side streets. Do not pass Magnolia Ave. This will be a short walk depending where you park. Please observe street sweeping and no parking signs.